



DCM Americas (Canada) TAG

Prepared for:

***Captain Steven M. McCann, SC,
USN Commander, DCMDI***

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- **Background**
- **Structure**
- **Similarities to Other TAGs**
- **Differences**
- **Funding**
- **Issues**
- **End Result**

- **Background**

DCMC Letter, dated January 13, 1994
subject: “Organization Structure Realignment”
provided guidance regarding realignment into the DCMC “Storefront” organization structure

DCMC Memorandum 97-26 (February 27, 1997)

- **“TAG structure ‘inconsistent’ throughout CAOs”**
- **incorporated PAT results to refine TAG structure**

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One Team - One Goal: Customer Satis

- **Background** (continued)

DCMC Memorandum 97-26 defined TAG roles

- **technical expertise to Operations (source of leverage)**
- **internal assessment**
- **ensure policy implementation, integration and application**
- **performance analysis, technical analysis**
- **'special processes' (inquiries, investigations)**
- **specialized technical training**

- **Background (continued)**

DCMC Memorandum 97-26 also...

- **defined 'preferred' structure - three teams**
 - *Assistance and Assessment Team*
 - *Special Process Team*
 - *Corporate Support Team*
- **allowed 'limited' structure variation**
 - *'...flexibility for the CAO Commander to accomplish unique customer/program needs and diversity in staffing and workload.'*

“ All CAO Commanders must staff their CAOs to perform all the functions of the TAG, unless the function is specifically delegated to another CAO to perform via General Order...”

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• **Structure**

TAG primarily 'Corporate Support Team'

- performing Transportation, Property/Plant Clearance, Program Integration,

Host CAS/Technical Liaison functions

'Special Process Team' functions

- performed either by TAG, by other Americas elements, or by matrix support:
 - *TAG - PreAwards, DR/CM, IBA, Customer Support Program*
 - *Matrix - Specialized Safety, GFR (both DCMDI)*

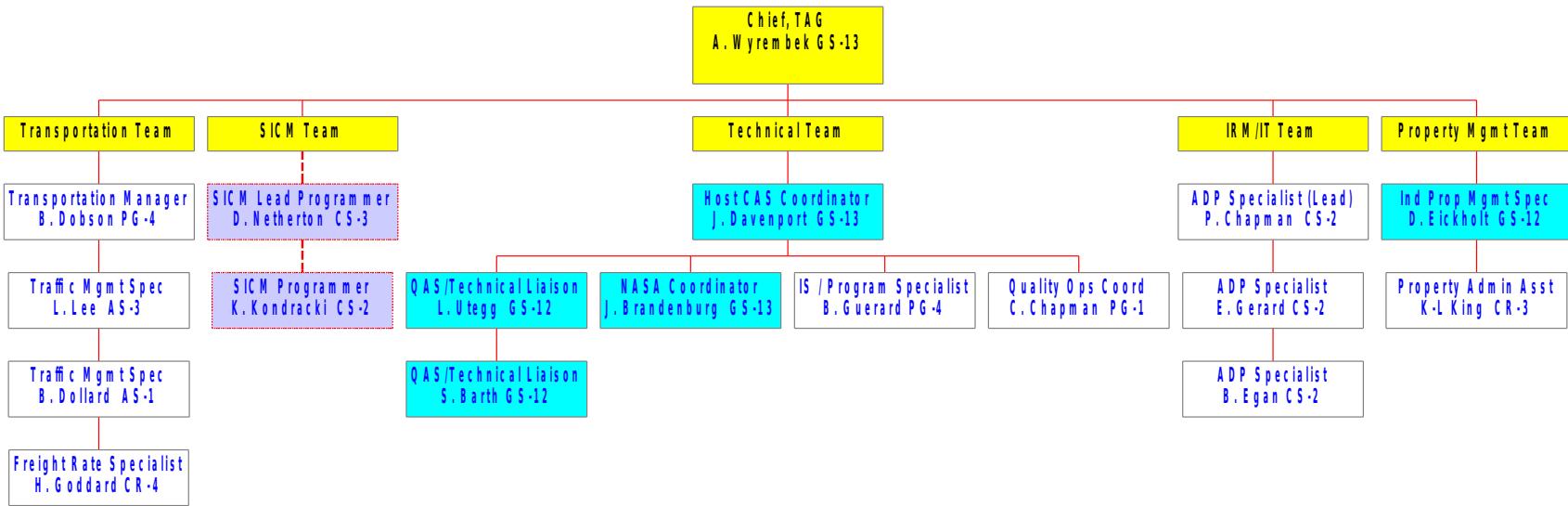
'Assistance and Assessment' functions

- performed either by TAG, by other Americas elements, or by matrix support:
 - *TAG - MCRs (w/ matrix support from Operations, DCMDI, DCMA)*
 - *BPA - metrics and performance efficiencies*

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- **Structure (continued)**



*Note: SICM Team in TAG for identification only -
SICM Team is managed*

by DCMDI-O;

*Americas only performs
timekeeping
functions*

(data input)

Personnel assigned: 16/2

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- **Similarities to other CMO TAGs**

TAG performs:

- Assistance and Assessment activities
 - ◆ *provides process expertise*
 - ◆ *facilitates policy implementation*
 - ◆ *provides staff assistance (also assist Host CAS partners)*
 - ◆ *performs assessments (active MCR program)*
 - ◆ *provides specialized training*
 - ◆ *performs 'special actions' management*

- **Similarities** (continued)

TAG performs:

- Special Processes
 - *manages preaward surveys*
 - *manages deficiency reporting*
 - *facilitates configuration management activities*
 - *oversees NASA CAS operations (Host CAS)*
- Corporate Support Processes
 - *transportation and packaging*
 - *property and plant clearance*
 - *quality and technical support*

- **Differences**

TAG not directly performing:

- Corporate Support
 - ◆ ACO/TCO/CA
 - ◆ *minimal workload (significantly less than FTE)*
 - ◆ *offset by 'dual' warranted ACOs in Operations*
 - ◆ *matrix specialists from Operations, DCMDI*
 - ◆ *Cost/Price Analysis, CPSRs*
 - ◆ *'Host CAS' relationship with CCC/PWGSC*
 - ◆ *minimal workload (significantly less than FTE)*
 - ◆ *Engineering*
 - ◆ *minimal workload (significantly less than FTE)*

- **Differences** (continued)

TAG not directly performing:

- Assistance and Assessment
 - *Metrics coordination*
 - *performed by BPA*
 - *TAG inputs metric info*
 - *TAG participates in MMRs*
 - *TAG analyzes via data integrity MCR*
 - *Management Councils (SPI/CMI)*
 - *Operations 'leads'* - TAG actively participates

- **Differences** (continued)

TAG 'Americas-unique' functions

- Quality/Technical Team
 - *Host CAS Coordinator*
 - *result of 1997 DCMC Host CAS PAT*
(position created in DCMDI CMOs to support Host CAS initiatives)
 - *'point person' with Host Nation partners*
 - *Quality Assurance Specialists*
 - *'Host CAS' QA liaison role*
 - *'Operational' role - risk analysis and delegation*
 - *Quality Operations Coordinator*
 - *facilitates delegation process to Host Nation*

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- **Differences** (continued)

TAG 'Americas-unique' functions

- IT/ADP Team (3 GS-334 equivalent LES)
 - ◆ *change made prior to DCMC TM 97-26*
 - ◆ *'works better' for Americas*
 - ◆ *provides better 'new applications' support*
helps facilitate network integration, physical installation and training aspects of application deployment

- **Funding requirements**

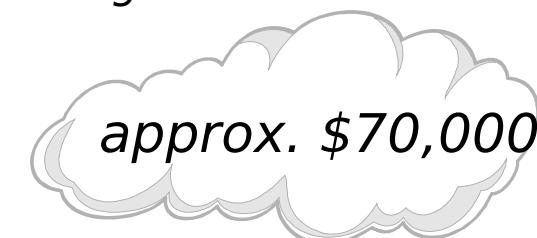
No separate 'maintenance' funds needed

- *facilities, supplies part of CMO funding package*
- *Individual training funds DCMA/DCMDI-managed*

Travel

- **Corporate Support activities**

- *Property \$12-15,000*
- *Transportation \$5,000*
- *Quality/Technical \$10-12,000*



- **Special Process activities**

- *Preaward Surveys \$5,000*
- *NASA \$6-7,000*

- **Assistance and Assessment activities**

- *MCAP/MCRs \$20-25,000*

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- **Issues**

TAG Property Workload

- **“More than one person can handle”**
 - ◆ *DCMDI confirmed during MCR/Assistance visit (April 2000)*
 - ◆ *MRM # 5 - big workload driver (Plant Clearance)*
 - ◆ *40+ plant clearance case backlog*
 - ◆ *geographic area (Canada, Puerto Rico, Cuba, Panama, Greenland)*
 - ◆ *Travel between locations is big ‘time driver’*
 - ◆ *not all “Host Nation” supported*
 - ◆ *PCARSS/DADS data management*
 - ◆ *PCSAs must still be approved by warranted Property Administrator*

**TAG is currently preparing a business case for an
Administrator additional GS-1103-12 Property
Administrator/Plant Clearance Officer**

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- **Issues**

Move BPA Functions to TAG?

- **Currently BPA is commander's "honest broker"**
 - *monitors business operations from a "Commander's perspective"*
 - *provides 'balance and crosscheck' across organization*
- **"Independent" Metrics management**
 - *TAG generates/reports metrics data*
 - *TAG not managing 'own' data*
- **Recommend Americas BPA remain as is**

- **End Result**

Americas' TAG functions basically the same as everyone else's TAG... we may look a little different structurally... and 'leaner' than other TAGs, but the end result is functionally identical to the 'big box' TAGs

Americas' TAG, while primarily performing a 'Corporate Support' role, does meet its assistance and assessment and special process responsibilities

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- **End Result**

Americas' Commander has "...staffed his CAO to perform all the functions of the TAG...", either by selective task reassignment, or by matrix support from other office functional elements (and DCMDI)